



# PLANNING & DEVELOPMENT DEPARTMENT ANNUAL REPORT FY 2009-2010

## Audit of Case Planning Division

**O**n Sept. 24, 2009, the Department of Planning and Development received the results of the city audit of the Case Division of Planning.

The audit objectives were to:

- ◆ Evaluate the adequacy of documented internal policies and procedures.
- ◆ Evaluate the adequacy of the documentation, documentation files and system data.
- ◆ Evaluate the adequacy of controls surrounding public notification procedures.
- ◆ Review the accuracy and appropriateness of the division's key performance measurements.
- ◆ Evaluate whether Case Planning is effectively supporting other city departments, other government agencies, the Planning Commission and the public (as identified in feedback received in the Department annual survey).

The audit had seven findings that needed to be addressed by the Case Planning Division.

The following conclusions were noted by the Audit team:

- ◆ *Adequacy of documented internal policies and procedures.*  
We identified the need for improved standard operating procedures. (Finding 1)
- ◆ *Adequacy of documentation, documentation files and system data.*

We identified the need for less redundancy in staff reports and less duplication of supporting documentation. (Finding 2)

We identified the need for increased distribution of documentation electronically. (Finding 3)

We identified the need for the creation and implementation of formalized procedures for reviewing compliance of the paper documentation files with the document retention policy once final action has been taken on a land use



application. (Finding 4)

- ◆ *Adequacy of controls surrounding public notification procedures.*

We identified that certain system data fields are being used incorrectly and the need for management reports for monitoring compliance with the public notification procedures. (Finding 5)

- ◆ *Accuracy and appropriateness of the division's key performance measurements.*

We identified the need for improved key performance measurements that more appropriately reflect the achievements of case planning. (Finding 6)

- ◆ *Adequacy of support of other city departments, other government agencies, the Planning Commission and the public (as identified in feedback received in the department annual survey).*

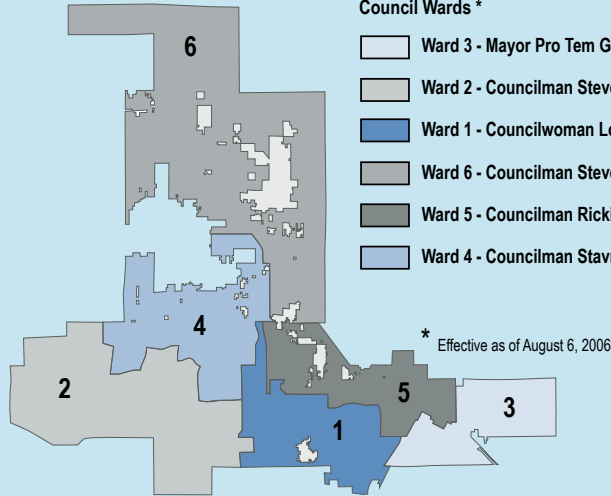
Based on input received, we found that Case Planning is effectively supporting other city departments, other government agencies, the Planning Commission and the public. However, enhancements are needed in how feedback

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**Mayor Oscar B. Goodman**

**Council Wards \***

- Ward 3 - Mayor Pro Tem Gary Reese
- Ward 2 - Councilman Steve Wolfson
- Ward 1 - Councilwoman Lois Tarkanian
- Ward 6 - Councilman Steven D. Ross
- Ward 5 - Councilman Ricki Y. Barlow
- Ward 4 - Councilman Stavros S. Anthony



# FY 2009-2010

Subdivision Lots Processed		
Year	Tentative Maps	Final Maps
2000	3,636	3,162
2004	11,767	9,777
2007	5,761	2,367
2008	2,873	3,677
2009	78	10

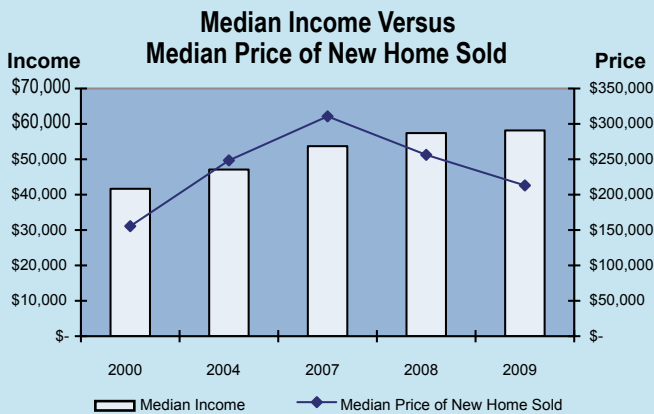


Lou Ruvo Center for Brain Health

Area of the City of Las Vegas		
Year	Acres	Square Miles
2000	70,114.4	109.55
2004	74,951.9	117.11
2007	84,148.2	131.48
2008	84,855.9	132.59
2009	85,277.8	133.25



Emergency Arts located in the Fremont East District



## Audit

Continued from Page 1

is obtained and evaluated from these groups. (Finding 7)

The Case Planning Division took the following actions in order to address the findings in the audit.

### 1. Standard Operating Procedures

Desktop procedures were created for each work unit within the Case Planning Division.

Planning Supervisor

Agenda Tech

Office Specialist

Case Planners

Tech Planners

### 2. Documentation Redundancy

Staff reports and back up materials were consolidated into one comprehensive report.

### 3. Distribution of Case Documentation

For those internal and external agencies which did not need scaled plans, those plans are now routed electronically reducing the number of paper plans need from 19 to 6.

### 4. Paper Documentation File

Planning has formally adopted the city of Las Vegas Enterprise Records Management Procedures and a copy of this appears in the records retention policy and desk top procedures manual for agenda techs.

### 5. Use of System Data Fields

An exception report was created to be used with Hansen to track the Hansen fields identified in the audit. This report is run quarterly to ensure information

is updated correctly and to check for any inconsistencies.

### 6. Performance Measurements

Case Planning moved the key performance indicator for staff recommendation upheld by Planning Commission and City Council to a non-key indicator. This was replaced with a new key indicator of case per planner. This change will help indicate workloads with in the Case Planning Division.

The Planning & Development Department was very pleased to have this opportunity to have this independent appraisal done to improve the department's effectiveness and efficiency.

## Training Achievements for 2009-2010

Commitment to staff development is a priority in the Planning & Development Department.

During the city Fiscal Year 2009-2010, the Planning & Development staff spent a total of 1,818 hours training in city classes, Planning Academy, professional organization meetings, webinars, podcasts and conferences. That's an average of 38.68 hours per staff person in a fiscal year.

The Planning Academy supplements city-wide class offerings with specialized topics for department planning staff. Listed here are the classes that were taught from July 2009 through July 2010.

Noteworthy training accomplishments during FY 2009-2010 are the following:

- ◆ In May 2010, Planning Supervisor **Steve Gebeke** and Planner I **Michael Howe** passed the AICP exam.
- ◆ In April 2010, Planner I **Michael Howe** passed the Leadership in Energy and Environmental Design® (LEED) -GA exam. Michael is the first staff member in the department to attain this certification.
- ◆ City Customer Service Certifications were attained by: Planner II **Ben Sticka**, Planner I **Alberta Obodai**, Office Specialist II **Darline Reeder**, Office Specialist II **Angie Horn**, Administrative Secretary **Chrystal Jacobs**,

Planner II **Linda Hartman-Maynard**, Planner I **John Alabado** and Planning Supervisor **Peter Lowenstein**, AICP.

### Planning Academy Classes 2009-2010

Policies and Procedures  
Principles of Planning  
Demographics and Statistics  
Elements of Surveying  
Hansen and GIS  
Inter/Intranet and Title 19  
Women in Planning  
Scenic Byway and DDRC  
Historic Preservation  
Land Use Laws  
Records Retention  
Microsoft Publishing  
Records Retention and Purge

# Walkable Community Plan Outreach Program

Throughout 2010, the Planning & Development Department has made a concerted effort to bolster public outreach to the community. While public meetings and open houses have long been and will continue to be a part of the outreach process, further efforts to connect with existing community groups and associations have been made. Starting in January 2010, the Planning Department identified three projects – The Meadows Walkable Community, the Village Square Walkable Community and the West Charleston Corridor Plan – which were to be the initial recipients of the revised outreach process.

The Planning Department developed an extensive checklist of the components that make up a community in order to inventory existing resources. This data collection process identifies neighborhood associations, state-elected officials, schools, religious facilities, grocery/drug stores, neighborhood shopping centers, multi-family communities and several other components before examining the physical and social characteristics of a community. Existing characteristics, community barriers, controversial issues, opportunities and goals are identified and examined before the contact with the public is made.

These opportunities and issues were identified for the West Charleston Corridor, the Meadows Walkable Community and the Village Square Walkable Community plan areas. After two large-scale initial open house meetings were held in September of 2009, a series of smaller community outreach meetings aimed at community groups were kicked off in March 2010 with a booth at the RTC's Transportation Fair at the Meadows Mall. This was followed by rigorous attendance of homeowner association and neighborhood organization meetings, attendance at the city's

Earth Day events across the valley, informational tables set up at local grocery stores and at the Sahara West Library, Parent Teacher Association meeting attendance, attendance at the Las Vegas National Run-a-Mile Event and canvassing of neighborhood businesses within the plan areas. In all, more than 20 different meetings and events were attended this past spring.

These initial efforts have put the Planning & Development Department in contact and face to face with more community members than ever before. This is also only the first phase of the process. Once the community plan drafts have been finalized, the Planning & Development Department will again meet with members of the community to share the revised plans and discuss how feedback from the initial round of contact has been incorporated. Between public meetings, the Planning & Development Department's website incorporates plan information, a community survey and contact information for the planner working on each plan to allow the community yet another option to contact the department and share comments, questions or concerns.

Public outreach will continue with additional large-scale open house meetings prior to each plan reaching the public hearing process. The new public



## Sample survey questions:

What do you think is best about your community? (Location, schools, amenities, character, architecture, etc)

What is your neighborhood known for? (Landmarks, identifying features, character, strong sense of community, etc)

What walkable elements would you like to see more of in your community?

How can public transportation be developed to enhance your community? (Such as more bus stops, additional bus routes, covered bus shelters, signage, benches, trash cans, bicycle racks, etc) Please specify.

What walkable elements would you like to see more of in your community?

- ◆ Crosswalks
- ◆ Crosswalks with flashing lights
- ◆ Trees/shade
- ◆ Covered bus stops
- ◆ Wider sidewalks
- ◆ Clear and open sidewalks (without news racks, utility poles, etc)
- ◆ Benches, trash receptacles
- ◆ Pedestrian lighting
- ◆ Curb cuts
- ◆ Lower speed limits
- ◆ Narrowed streets
- ◆ Community access gates in place of walls

outreach and communication methods have been designed to be customizable to specific neighborhoods in order best capture the particulars of each plan area. By creating new outreach actions for plan implementation more community members than ever before will have a chance to become involved and engaged with the planning process.

For more information on the city's Walkable Community and Corridor plans, please visit [www.lasvegasnevada.gov/walk](http://www.lasvegasnevada.gov/walk).

*Planners Courtney Mooney and Yorgo Kagafas made presentations at the open house meeting for the Meadows Walkable Community and the Village Square Walkable Community plan areas.*

# Text Amendments for FY 09-10

During the past fiscal year, the Planning and Development Department prepared 29 text amendments for Planning Commission recommendation and City Council action and tracked an additional two bills that proposed municipal code changes that directly impacted the zoning ordinance. Of these, 21 of the department – initiated amendments and both of the tracked ones resulted in 20 ordinances being adopted by the council.

The adopted department initiated amendments were as follows:

- ◆ Changes specific to Title 19, the Zoning Ordinance, include updates to the Site Development Plan Review (SDR) and Special Use Permit (SUP) amendment process, a shortening of the SUP public hearing process, the clarification of several use titles, descriptions and requirements and the addition of alternative parking calculations for mixed-use developments;
- ◆ A change that effects the area covered by the Town Center Development Standards Manual

allowed, on a temporary basis, the sale of used motor vehicles in the GC-TC (General Commercial – Town Center) special land use district;

- ◆ The Downtown Centennial Plan was amended with various corrections and updates of the plan, including a new chapter that addresses implementation thresholds;
- ◆ The “City of Las Vegas Street Naming and Address Assignment Regulations, 2009 Edition” was adopted to replace the 1993 edition and the provisions for regulating the naming of streets and assignment of addresses was relocated from Title 13 to Title 19; and
- ◆ Title 18, the Subdivision Ordinance, and Title 19 were amended to allow the application of a waiver of application fees for members of the Southern Nevada Regional Planning Coalition and those entities required to integrate long-term planning programs pursuant to NRS 278.02584. The two tracked amendments both involved changes to Title 6 that updated various references to Title 19 associated

with alcohol-related uses. These changes clarified the seating area which constitutes the “dining area” required for a supper club and reduced the minimum number of seats in a restaurant required to qualify for a Beer/Wine/Cooler On-sale or On/Off-sale use.

Cumulatively, the amendments to Title 19 represent a continuing effort to improve efficiency, clarify requirements, advance continuity between the zoning code and other areas of the municipal code, be more responsive to the public, and better meet the intent of state law. The update to the amendment process for approved SDR and SUP applications significantly reduces the time and potential costs to developers associated with making minor modifications to existing plans by allowing more administrative reviews. This also improves governmental efficiency by reducing the strain on city resources that would otherwise be needed to conduct a public hearing. The text amendment process continues as changes to the Subdivision and Zoning Ordinances and the city’s various special area plans become necessary.

## AWARDS

In December 2009, **Yorgo Kagafas**, AICP, was recognized as leader of the City T.E.A.M of the Quarter for the Las Vegas Blvd. Signs and Sticks project. The Planning & Development Department initiated the “Signs-on-Sticks” program several years ago as part of the Las Vegas



Yorgo Kagafas

Boulevard Scenic Byway Program. The goal of the program is to restore and display 20 historic neon signs in the landscaped median between Washington and Sahara avenues.



Courtney Mooney

In March 2010, Urban Design Coordinator **Courtney Mooney**, AICP, was recognized as leader of the

City T.E.A.M. of the Quarter as part of the Floyd Lamb Park at Tule Springs project. The project implemented the complete restoration of the historic foreman’s house at Floyd Lamb Park at Tule Springs for use as a visitors center. In March 2010, **Robert Summerfield**,



Robert Summerfield See Awards, Page 6

# 2009 Mayor's Urban Design Awards (MUDA)

At the State of the City Address held on Jan. 12, 2010, at the Golden Nugget Hotel and Casino, Mayor Oscar B. Goodman presented the 2009 Mayor's Urban Design Awards. Awards were presented in four categories: Buildings and Their Environs, Public Places, Public Art and Historic Preservation that represent the best in urban design principles in the city of Las Vegas. The awardees were Brett Wesley Contemporary Gallery, Floyd Lamb Park at Tule Springs Visitor's Center, Southern Nevada Police Memorial Monument and the Las Vegas Boulevard Neon Sign Restoration Project.

The awards were created by the Planning & Development Department for Mayor Goodman in 2006 to encourage and promote quality urban design principles and to recognize those companies and individuals that have contributed to these goals.



Brett Wesley Gallery



Foreman's House, Floyd Lamb Park at Tule Springs



The Silver Slipper neon sign

## AWARDS

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AICP, was recognized as the city Employee of the Month for his self-initiated improvements to department processes and procedures that increase efficiency and improve interactions with customers.

In June 2010, the city of Las Vegas Historic Preservation Commission newsletter, *Historic Connection*, won

the APEX Award for Publication Excellence. This is a national award with more than 3,700 entries.



**Jorge Morteo** won two awards at the state Geographic Information System (GIS) Conference held in Las Vegas on June 25:

**1st Place Professional Analytical Category** (Population, Rapid Transit



Jorge Morteo

Routes, Grocery and Fast-food study Map for land use planning).

**2nd Place Professional Artistic/Innovative Category**

(3D GIS city of

Las Vegas Downtown Visualization Project Map).

Dwelling Units by Type							
Year	Single Family	Multi-Plex	Mobile Home	Apartment	Townhome	Condo	Total
2009	143,716	7,314	3,179	53,481	10,351	21,736	239,777
2008	142,735	7,382	3,158	51,103	10,027	21,346	235,751
2007	141,249	7,439	3,160	51,129	9,964	19,990	232,931
2004	127,980	7,386	3,315	50,755	8,021	17,833	215,290
2000	110,497	7,598	3,420	48,927	5,791	16,447	192,680

## FY 2009-2010

Population and Dwelling Units by Council Ward									
	2000		2004		2008		2009		
	Population	Dwelling Units	Population	Dwelling Units	Population	Dwelling Units	Population	Dwelling Units	
Ward 1	77,394	32,385	79,629	33,051	91,013	37,557	89,961	37,560	
Ward 2	84,328	34,802	94,270	40,061	98,541	41,333	98,719	41,393	
Ward 3	78,849	30,303	81,842	26,958	97,513	34,979	98,209	35,398	
Ward 4	82,122	32,320	92,432	40,378	99,374	42,315	99,804	42,350	
Ward 5	76,244	31,765	83,440	31,264	95,107	36,993	94,233	37,180	
Ward 6	83,937	31,105	103,656	43,578	117,539	42,574	126,950	45,896	
<b>Total</b>	<b>482,874</b>	<b>192,680</b>	<b>535,269</b>	<b>215,290</b>	<b>599,087</b>	<b>235,751</b>	<b>607,876</b>	<b>239,777</b>	

Planning & Development Department Recap				
	Total FY 2006-2007	Total FY 2007-2008	Total FY 2008-2009	Total FY 2009-2010
Number of Information Requests	203	291	55	56
Phone Calls to Main Extension	22,480	23,455	13,489	9,034
Number of Customers Served	37,478	26,143	10,536	9,676
Number of Land Use Applications Processed	960*	1,577	1,269	2,846
Number of Building Permits Processed	4,488	5,087	5,482	4,988
Agenda Items	1,822	1,408	1,376	873
City Council cases	887	746	730	433
Planning Commission cases	935	662	646	440
GIS Map Requests	563	510	581	570
Total Grants in Dollars	\$2,044,350	\$4,780,784	\$1,390,039	\$40,000
General Plan Amendments	44	48	30	8
City Initiated	6	18	12	3
Customer Initiated	38	30	18	5

\* Excludes commercial building permits



Planning Commission (left to right): Steve Evans, Vice Chair Keen Ellsworth, Chair Ric Truesdell, Vicki Quinn, Gus Flangas, Byron Goynes, Glenn Trowbridge.

**Las Vegas City Council**

- Oscar B. Goodman, Mayor
- Gary Reese, Ward 3, Mayor Pro Tem
- Steve Wolfson, Ward 2, Councilman
- Lois Tarkanian, Ward 1, Councilwoman
- Steven D. Ross, Ward 6, Councilwoman
- Ricki Y. Barlow, Ward 5, Councilman
- Stavros S. Anthony, Ward 4, Councilman

**City Management**

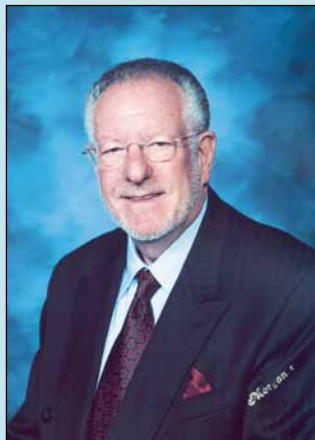
- Elizabeth N. Fretwell, City Manager
- Orlando Sanchez, Deputy City Manager
- James R. Nichols, Deputy City Manager
- Scott D. Adams, Chief Urban Redevelopment Officer

**Planning Commission**

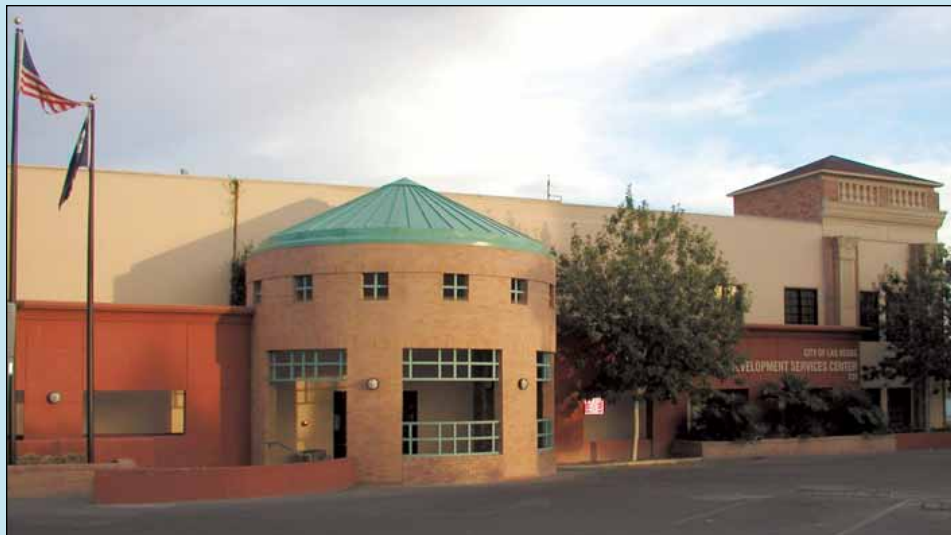
- Ric Truesdell, Chairperson
- Keen Ellsworth, Vice Chairperson
- Byron A. Goynes, Commissioner
- Steve Evans, Commissioner
- Glenn Trowbridge, Commissioner
- Vicki Quinn, Commissioner
- Gus Flangas, Commissioner

**Planning & Development**

- Margo Wheeler, AICP, Director
- Flinn Fagg, AICP, Deputy Director, Acting
- Annual Report Team
- Denise Kaplan, Editor
- Rita Schoonmaker, Layout and Design
- Richard Wassmuth, Statistical Demographics



City Council (left to right): Oscar B. Goodman, mayor; Gary Reese, mayor pro tem; Steve Wolfson, councilman; Lois Tarkanian, councilwoman; Steven D. Ross, councilman; Ricki Y. Barlow, councilman; and Stavros S. Anthony, councilman.



The Development Services Center, 731 S. Fourth St., Las Vegas, Nevada.

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